

Job ID: 103365
Job Title: PFCC Program Coordinator
Job/Career Family: Administration

Market Title: Administrative Specialist Intermediate Healthcare
Department: Patient and Family Centered Care
FLSA: Exempt
Salary Range:
Pay Grade (bargain-for jobs):
Hours/week: 32
Shift/Hours/Days: Day/Eve

PURPOSE OF THE POSITION: PFCC Coordinator/Consultant

Actively support the philosophy, goals and objectives of Patient and Family Centered Care (PFCC) Program, the education and programmatic activities that promote and implement PFCC behaviors, and the coordination of opportunities for families to contribute to the mission, vision, and values of C.S. Mott.

JOB DESCRIPTION / RESPONSIBILITIES / SPECIFIC DUTIES:

Uphold UMHS mission, vision, and values

- Attend required UMHS training sessions
- Respect and protect the confidentiality of patients, family members, and employees
- Respect family choices, values, beliefs, and culture
- Build trust in the healthcare team
- Comply with Infection Control policies and procedures
- Ensure that work areas are organized and present a safe, accessible, effective and efficient environment for employees, patients and families
- Actively participate as a front-line example of extra-ordinary customer service
- Maintain currency in the field through continuing education

Coordinate activities to promote and sustain a PFCC culture

- Provides leadership and facilitates favorable outcomes to maximize the environment for staff and patients. In establishing and leading a state-of-the-art Patient and Family Centered Care program
- Coordinate ways for patients and families to contribute to PFCC programming
- Recruit and interview candidates for PFCC Program and assist with selection, placement, orientation, and training of family and staff participants
- Assist in the creation and functioning of hospital-wide and unit-based PFCC councils, committees, faculties, and programs
- Identify patient and family issues and concerns, and determine possible courses of action that may improve service delivery systems
- Assist in policy review and project prioritization that promote PFCC culture, service efficiency, cost effectiveness, quality care and flexibility
- Responsible for assessing, measuring, and continuously improving the PFCC Program
- Prepare oral and written reports
- Develop and distribute quarterly PFCC newsletter
- Assist public relations, community relations, and development by providing the patient and family voice when appropriate
- Participate and contribute to regional, national, and international listservs and organizations as required to enhance program excellence
- Prepare grants for financial support

Communicate with and educate hospital personnel

- Serve on designated University and public committees with the purpose of providing a broad consumer perspective
- Promote the availability and progress of the PFCC Program to administration, staff, students, and faculty via meetings, presentations, publications, and correspondence
- Report customer-determined challenges and concerns to administration, staff, students, and faculty. Venues may include but are not limited to meetings, orientation, in-services, continuing education courses, grand rounds, and school curriculum.
- Provide leadership in team meetings,
- Facilitate open communication so that families and professionals feel free to express themselves and work collaboratively to design, implement and evaluate improvement efforts
- Coordinate and provide training to students, residents and hospital staff so that they can effectively display PFCC behaviors and attitudes that families value most.
- Direct, supervise, and support personal and professional growth of PFCC Project Manager and Volunteer Family Advisors

Provide psychosocial support for patients and families

- Serve as an on-site resource and support for families and staff
- Connect patients and families with appropriate hospital support and resources as appropriate
- Function as liaison among patients, families, and staff to facilitate customer satisfaction.
- Facilitate communication among families and health care members to promote safety and quality and to provide a seamless patient experience

Create strategic plan for advancement of PFCC Program

- Provide administrative and operational oversight for the PFCC Program relating to quality, program development, marketing, performance improvement, research, partnerships, and care models
- Establish short and long-term goals for the PFCC Program that are in line with UMHS strategic plan
- Establish job requirements and goals for PFCC Program personnel
- Work collaboratively with UMHS departments to promote, fund, and support the agenda of the Director of Family Centered Care
- Oversee the PFAC, PFCC, and PFCC Executive committees and subcommittees
- Oversee the HOPE Recognition Award Program
- Prepare and present annual report for Mott Executive Committee
- Provide PFCC consultative support to UMHS administration and leadership surrounding program advancement
- Collaborate with CS Mott Advocacy and Public Relations to create social media links that meet the resource and advocacy needs of patients and families
- Create and oversee maintenance of PFCC website

Note: As the job evolves, one should expect to complete other duties as assigned.

JOB REQUIREMENTS:

Desired Qualifications:

- Personal family experience having a child with special health care needs strongly preferred
- Personal family experience at UMHS preferred
- Previous experience (paid or volunteer) in Family Advisor role within a major health system for 1 year or longer.
- A sound understanding of medical terminology
- Experience with public speaking, presentations, and group facilitation strongly preferred
- IFCC conference attendance preferred
- Grant-writing experience

Required Qualifications:

- Demonstrate exceptional verbal, written, interpersonal, and customer service skills.
- Proficient in Microsoft Office applications (Word, Excel, Powerpoint, etc.)
- Ability to relate to diverse age, cultural, and demographic backgrounds.
- Sound understanding of concepts of Family Centered Care.
- Demonstrate excellent organizational, problem solving and negotiation skills with an independent work initiative
- Experience working with and defining boundaries among highly stressed families
- Ability to interact with multi-disciplinary team
- Ability to interpret role to staff, other professionals, and community with tact and judgment.
- Demonstrate the analytical skills necessary to identify and solve problems within a constantly changing environment
- Demonstrate leadership abilities

Education / Work Experience:

- Adult family member of a child who is currently or has been a patient at C.S. Mott Hospital or other major medical center.
- Bachelor's degree required
- A background in Health and Human Services or other related field strongly preferred.
- 2-3 years experience as PFCC Project Manager

SUPERVISION:

Reports to Director of PFCC

Department Name: Patient and Family Centered Care
Org Group: UM Hospital
Campus: UMH
Minimum Salary: 0
Maximum Salary: 0
Salary Frequency: Annual